

Customer Service Charter

2018-2020

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1 Vision, mission and values

Vision

Consumers on the island of Ireland who are empowered to eat healthy and safe food.

Mission

To contribute to public health and well-being, by promoting food safety and healthy eating on the island of Ireland.

Values

In achieving our vision and mission, we aim to

- *be trusted by consumers*
- *be respected and valued by our partners*
- *offer a fulfilling place of work to our employees.*

2 Purpose of Customer Service Charter

The Customer Service Charter sets out the standard of service and behaviour that should reinforce our interactions with all our customers across the island of Ireland. This standard of service is what you, as a customer, can expect to receive when you contact **safefood**.

safefood's customers include each and every consumer across the island of Ireland, in both a public and professional capacity.

3 Our commitment to you

It is important for **safefood** to provide a high quality, fully accessible service to our customers.

We will

- Respond to you promptly, efficiently and to the best of our ability.
- Give you relevant and understandable advice, providing clear and accurate information.
- Be polite and fair in our dealings with you, while at all times remaining impartial and sensitive to your request.
- Ensure that your rights to equal treatment are upheld as set out in equality legislation.
- Meet any specific needs or requirements that our customers may have.
- Protect the personal information you give us.
- Inform you of your rights and entitlements as appropriate.
- Provide a process for you to make a complaint about our service. **safefood** will do our very best to put things right if we have made a mistake, and will try to resolve your complaint fully.

4 Help us to help you

We value your opinion

You can help us to improve by providing feedback. Your feedback might be a compliment, a suggestion, a concern or a complaint. **safefood** welcomes all feedback.

- We will use this feedback to help us give our customers the best possible service.
- We also ask for feedback from time to time, by inviting you to take part in surveys. If you choose to complete a survey, you will be providing **safefood** with valuable information to improve our communication and services.



5 Communications with us

When you contact **safefood**, we expect you to treat our staff with respect, courtesy and consideration.

The service you can expect from us



Email (info@safefood.eu)

- When you contact us by email, we will send you an email acknowledging your enquiry by the next working day.
- We will respond to your enquiry fully within 5 working days.
- Sometimes it may not be possible to respond fully within 5 working days, for example where an enquiry requires considerable research or expertise. In this case, we will tell you when we expect to respond fully. We will also update you on our progress regularly.
- Every email correspondence we send you will include a contact name at **safefood**, with their telephone number and email address.
- We will write emails to you in clear language with technical terms explained, to ensure our response to your enquiry is concise and understandable.
- We will respect your privacy and treat your enquiry in confidence. Our privacy statement is published on our website.



Telephone

Helpline

Northern Ireland 0800 0851683

Republic of Ireland 1850 404567

Reception

+353 (0)21 230 4100

- Our reception telephone and helplines are operated Monday to Friday from 9 a.m. to 5 p.m.
- We will answer telephone calls as quickly as possible, and we will try to answer your query immediately.
- Sometimes it is necessary to transfer your call. In this case, we will tell you the name of the person to whom you are being transferred and inform that person about the nature of your enquiry.
- If you leave a voice message we will aim to respond by the next working day.
- We will respond to your enquiry fully within 5 working days.
- Sometimes it may not be possible to respond fully within 5 working days, for example where an enquiry requires considerable research or expertise. In this case, we will tell you when we expect to respond fully. We will also update you on our progress regularly.
- **safe food** employees will identify themselves and their area of work when they answer the phone, and when they phone you.
- We will be polite and helpful in our conversations with you, and will provide you with clear and correct information.
- We will respect your privacy and treat your enquiry in confidence. Our privacy statement is published on our website.



Written correspondence

Address to *safefood*, 7 Eastgate Avenue, Eastgate, Little Island, Co. Cork, T45 RX01

- When you write to us, we will acknowledge receipt of your correspondence within 5 working days.
- We will respond in writing fully within 10 working days.
- Sometimes it is not possible to respond fully within 10 working days, for example where an enquiry requires considerable research or expertise. In this case, we will tell you when we expect to respond fully. We will also keep you updated on our progress regularly.
- Every letter we send you will include a contact name at **safefood**, their telephone number and address.
- We will write to you in clear language with technical terms explained, to ensure our response to your enquiry is concise and understandable.
- We will respect your privacy and treat your enquiry in confidence. Our privacy statement is published on our website.



Visiting *safefood*

- You can meet us by appointment at our offices, from Monday to Friday 9 a.m. to 5 p.m.
- We will be polite and helpful to you.
- Our facilities will be well maintained and suitable for meeting with you, complying with health and safety standards.
- **safefood**'s offices are accessible for customers with disabilities. Where possible, please give us advance notice if you have any access requirements. Our Disability Access Officer will be available to make any necessary arrangements. Our accessibility statement and disability policy are published on our website.
- When you visit **safefood**, we will be polite and helpful in our conversations with you, and will provide you with clear and correct information.
- We will respect your privacy and treat your enquiry in confidence. Our privacy statement is published on our website.



Website (www.safefood.eu)

- Our website will be maintained, and its content will be accurate and kept up to date.
- We will provide information on our website and other digital resources in clear language with technical terms explained, to ensure that the content is concise and understandable.
- We aim to make our website easy to access and navigate, user-friendly and accessible, catering for a wide range of browsers and devices.
- You can access our website through your mobile device.
- Our website clearly displays **safefood**'s contact points.
- We commit to maintaining our website at conformance level AAA within the Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG).
- Our privacy statement is published on our website.



Social media and digital platforms (Facebook, Instagram, LinkedIn, Pinterest, Twitter)

We will continue to populate our social media platforms and closed professional networks with relevant content.

- When you contact us on our social media platforms, we will respond to your enquiry within 24 hours.
- We will respond to your enquiry fully within 5 working days.
- Some queries may need a more detailed response. In this case, we may ask you to move the conversation to a more suitable platform, such as Facebook messenger or email.
- Sometimes it may not be possible to respond fully within 5 working days, for example where an enquiry requires considerable research or expertise. In this case, we will tell you when we expect to respond fully. We will also update you on our progress regularly.
- We will review all comments and will remove any that are inappropriate or offensive.
- Our privacy statement is published on our website.

6 Access for people with disabilities

- **safefood** is accessible to all customers with disabilities across the island of Ireland. We will aim to ensure that this access is maintained to the highest standard. In accordance with Section 26 (2) of the Disability Act, **safefood** has appointed a Disability Access Officer. You can contact the Disability Access Officer by
 - email equality@safefood.eu
 - telephone +353 (0)31 230 4100
- **safefood** publishes information in readily available suitable formats for customers with disabilities, where practicable. For information on the formats **safefood** provide please contact our Disability Access Officer.
- We commit to maintaining our website at conformance level AAA within the Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG).
- **safefood**'s offices and off-site events are accessible for customers with disabilities. Where possible, please give us advance notice if you have any access requirements. Our Disability Access Officer will be available to make any necessary arrangements.
- If you require any assistance or any documents in an alternative format, please do contact our Disability Access Officer.
- Our accessibility statement and disability policy are published on our website.

7 Equality

As an all-island body, **safefood** is fully committed to observing equality legislation on the island of Ireland not only as our duty but as a natural expression of the **safefood** ethos.

- Our equality policy reflects best practice on the island of Ireland, and meets our legal obligations as required by the different legislation that can apply in Northern Ireland and the Republic of Ireland.
- In **safefood's** dealings with you, our customer, we will not discriminate on the grounds of equality, and will work to accommodate the needs of all our customers equally.
- **safefood** employees receive regular training in the practice of equal opportunities and good relations.
- More information on **safefood's** equality scheme can be found at

[http://www.safefood.eu/Utility/About-Us/Our-Policies-\(1\)/Equality.aspx](http://www.safefood.eu/Utility/About-Us/Our-Policies-(1)/Equality.aspx)

8 Service in Irish

safefood will make every effort to facilitate customers who wish to conduct their business in Irish.

- Sometimes an Irish language speaker is not available to answer a query immediately. In this case, we will ask you to put your query to us in an email or by writing a letter.
- We will reply to emails and correspondence written in Irish in the same way as English language enquiries, set out in Section 5 “Communications with us”.

9 How to complain

If you are not satisfied with the services provided by **safefood** or you feel you have received a service that does not meet the standards outlined in the Customer Service Charter, you have the right to complain. **safefood** will deal with your complaint fairly and politely.

- You can make a complaint by
 - **email** info@safefood.eu
 - **writing to** **safefood**, 7 Eastgate Avenue, Eastgate,
Little Island, Co. Cork, T45 RX01
- We will acknowledge receipt of your email by the next working day, or your letter within 5 working days.
- We will respond to your email or letter fully within 10 working days, in writing.
- Sometimes it is not possible to respond fully within 10 working days, for example where a complaint requires considerable research or expertise. In this case, we will tell you when we expect to respond fully. We will also keep you updated on our progress regularly.
- Every letter we send you will include a contact name at **safefood**, their telephone number and address.
- We will write to you in clear language with technical terms explained, to ensure our response to your enquiry is concise and understandable.
- We will respect your privacy and treat your complaint in confidence. Our privacy statement is published on our website.

safefood will do our very best to put things right if we have made a mistake, and will try to resolve your complaint fully.

If you are not satisfied with the way safefood has dealt with your complaint, you have the right to appeal.

- You can make an appeal by
 - **email** info@safefood.eu

- **writing to** **safefood**, 7 Eastgate Avenue, Eastgate,
Little Island, Co. Cork, T45 RX01
- **safefood** will ensure that its staff and customers are fully aware of the appeals process to follow.

If you are not satisfied with the way **safefood** has conducted the appeals process, or with the outcome of the appeal process, you have the right to further appeal.

- Customers in the **Republic of Ireland** can appeal to the office of the Ombudsman by
 - **telephone** +353 (0)1 6395600 or 1890 223030
 - **email** ombudsman@ombudsman.ie
 - **writing to** Office of the Ombudsman,
8 Lower Leeson Street,
Dublin 2
- Customers in **Northern Ireland** can appeal to the office of the Northern Ireland Ombudsman by
 - **telephone** +44 (0)28 90 233821 or 897789
 - **Freephone** 0800 34 34 24
 - **email** nipso@nipso.org.uk
 - **writing to** Northern Ireland Public Services Ombudsman,
Progressive House,
33 Wellington Place,
Belfast, BT1 6HN
Freepost NIPSO

10 Freedom of information

safefood complies fully with the terms of the Code of Practice on Freedom of Information for North South Implementation Bodies and Tourism Ireland Ltd, which came into effect 1 February, 2006. This code of practice can be found at

[www.safefood.eu/Utility/About-Us/Our-Policies-\(1\)/Freedom-of-Information](http://www.safefood.eu/Utility/About-Us/Our-Policies-(1)/Freedom-of-Information)

- **safefood** will provide customers with as much information as possible as a matter of course.
- You can also make a formal request for information under our code of practice by

- **email** foi@safefood.eu
- **writing to** **safefood**, 7 Eastgate Avenue, Eastgate,

Little Island, Co. Cork, T45 RX01

11 Data protection

The Data Protection Acts 1988 and 2003 and the European Union's General Data Protection Regulations (GDPR) apply to **safefood**.

- The Data Protection Acts protect the privacy of individuals whose personal data is being processed.
- "Personal data" means information relating to a living individual who can be identified from the data itself or in conjunction with other information held.
- **safefood** will abide by our privacy statement and data protection policy. These are published on our website.
- We will not disclose information about a customer without the customer's consent, except as permitted or required by law:
 - to safeguard the security of the State
 - to prevent, detect or investigate offences, or apprehend or prosecute offenders
 - to assess or collect any tax, duty or other moneys owed or payable to the State
 - in the interests of protecting the international relations of the State
 - urgently, to prevent injury or other damage to the health of a person or serious loss of or damage to property
 - by or under any passing of legislation, or by a rule of law or order of a court
 - to obtain legal advice or for the purposes of, or in the course of, legal proceedings in which the person making the disclosure is a party or a witness.
- **safefood** seeks explicit "opt-in" consent from the customer to receiving communications about our activities, and other marketing initiatives. This means your consent must be a freely given, specific and informed explicit action, made in response to a clear and understandable notice regarding the collection and use of personal data for marketing purposes.
- Customers can withdraw their consent to the further collection of their personal data, and "opt out" of receiving marketing communications, at any time. Our communications will clearly notify your right to opt out, and how to do this.

12 How to contact us

Write to

safefood,
7 Eastgate Avenue,
Eastgate,
Little Island,
Co. Cork,
T45 RX01

Call our helpline in Northern Ireland

0800 0851683

Call our helpline in the Republic of Ireland

1850 404567

Call our reception

+353 (0)21 230 4100

Fax

+353 (0)21 230 4111

Email

info@safefood.eu

Website

www.safefood.eu/Utility/Contact-us

Social media



safefood

7 Eastgate Avenue, Eastgate, Little Island, Co. Cork, T45 RX01

7 Ascaill an Gheata Thoir, An tOiléan Beag, Co. Chorcaí, T45 RX01

7 Aistiyett Avenue, Aistiyett, Wee Isle, Co. Cork, T45 RX01

Tel +353 (0)21 230 4100 ***Fax*** +353 (0)21 230 4111

Email info@safefood.eu ***Website*** www.safefood.eu

www.safefood.eu
HELPLINE
NI 0800 085 1683
ROI 1850 40 4567